



The Buddhist Integration in Service of Personnel of Ban Khok Mueang Sub-district Health-Promoting Hospital, Prakhon Chai District, Buriram Province According to the Four Iddhipāda Dhamma

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Abstract

The objectives of this research were 1) to study the service provision of Ban Khok Mueang Sub-District Health Promoting Hospital personnel, Prakhon Chai District, Buriram Province according to the Four Iddhipāda Dhamma; 2) to study the integration of Buddhism in service provision of Ban Khok Mueang Sub-district Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma; 3) to analytically study Buddhist integration in service provision of Ban Khok Mueang Sub-District Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma. This study was carried out by means of qualitative research methodology by conducting the in-depth interview of 30 key informants. The obtained data were interpreted by descriptive analysis. The research results were as follows: The service provision of Ban Khok Mueang Sub-District Health Promoting Hospital personnel: for the service provision of personnel in sub-district health promoting hospitals, there is a change in service guidelines as the operating guidelines under the supervision of physicians in conjunction with a multidisciplinary team. There is a meeting to vote on a guideline of practice. The main service activities are history taking, service provision, treatment, and drug delivery. There is a completely new operating model as an operation at a Health Station that is stationary in every village in the jurisdiction of the Sub-district Health Promoting Hospital. The integration of Buddhism in service provision of Ban Khok Mueang Sub-district Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma: the integration of the Four Iddhipāda Dhamma in history taking, service provision, medical examination, and medication delivery, the personnel have integrated all four principles under the situation of the COVID-19 epidemic until satisfying patients with the chronic contagious disease, diabetes and high blood pressure of Ban Khok Mueang Subdistrict Health Promoting Hospital. The analysis of Buddhist integration in service provision of Ban Khok Mueang Sub-District Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma: the personnel has provided services with love, satisfaction, diligence, not abandoning their work, with the mind focused on history taking, providing services, treating and dispensing medicines. Even though it is not a direct duty, they do not abandon it. There is care and attention to patients with equality for everyone.

Keywords: Buddhist Integration, Service of Personnel, The Four Iddhipāda Dhamma

1. Introduction

The development of Thailand's health system is more advanced than ever. It can expand access to health services by building district hospitals and health stations covering all areas of the country. Currently, the health center has been transformed into a sub-district health promotion hospital (SHPH). It has upgraded the service more and more in all aspects both in terms of treatment, promotion, prevention, and rehabilitation, including consumer protection work. It makes people receive essential health services in health service units near their homes. Although there is a sub-district health promotion hospital covering all areas and it can access services more conveniently. However, from the development of the primary care system in the past period (2004-2015) it was found that the rate of use of outpatient services in the hospital has increased. There is a shortage of personnel such as medical professionals, dentist pharmacists, and professional nurses and the quality of chronic disease services has not improved. The Ministry of Public Health, therefore, has established a policy to develop the quality of health service units at all levels. Particularly the quality improvement in sub-district health promotion hospitals with the goal of making people healthy, happy staff, sustainable health system which will lead to the vision of the Ministry of Public Health, namely, it is a major health organization that unites society to ultimately make people healthy. There are four strategies for developing excellence in the following areas; 1) P&P Excellence 2) Service Excellence 3) People Excellence 4) Governance Excellence [Jedsada Chokdamrongsuk, 2017: 1] [1] Health promotion is another important role of nurses. Health promotion requires knowledge to be used in designing activities or planning for individuals, the community has changed its behavior to promote its own health [Suree Thammikborwon, 1997: 63] [2] Health promotion means the process of encouraging people to increase their ability to control and improve their health in order to affect the practice in the conditions of daily life, able to change or adapt themselves to the changing environment, emphasize the importance of the person, physical and social performance. Because health promotion is not the responsibility of the health organization only, but it includes the responsibility of individuals to live their lives with goals for good health that leads to a good quality of life for individuals, families, communities, and society in the future [Green, L. W., & Kreuter, M. W.: 2005, 140-148] [3] This policy has resulted in personnel working in Ban Khok Mueang Sub-District, Health Promotion Hospital, Prakhon Chai District, Buriram Province, which there is few personnel insufficient for the number of service recipients. The total number of personnel is 7 persons consisting of the director of the sub-district health promotion hospital and 6 operating personnel. There are 7,190 persons in charge, divided into 3,547 males and 3,640 females [Theera Waleeprakhon, 2018] [4].

Integrated Buddhism, therefore, applies the principles of Buddhism in administration and is a guideline for executives and staff by adopting the Four Iddhipāda Dhamma, namely, Chanda; will, Viriya; effort, Citta; thoughtfulness, Vimamsa; investigation [D. [Thai] 11/110/80/81] [5] to be applied in the management of all 4 aspects, namely service management, history taking, examination, treatment, and dispensation in order to achieve results according to the goals set. The principles of management of executives and officers in the agency generally are joint operations of two or more persons with the objective of working together. Working there must be a boss which is called "Administrator" who is responsible for managing tasks to achieve objectives. The administration is the management process of the management and staff of a sub-district health promotion hospital in Prakhon Chai District, Buriram Province the administrator carries out activities or uses processes with the cooperation of the administrator and staff. Which starts with planning, diagnosing, directing, controlling, and managing various so that the officers have the knowledge and ability to quality and desirable characteristics according to the principles of Buddhist management.

Therefore, the researchers are interested in studying "The Buddhist Integration in Service of Personnel of Ban Khok Mueang Sub-district Health-Promoting Hospital, Prakhon Chai District, Buriram Province According to the Four Iddhipāda Dhamma" in order to achieve success in work according to the wishes of personnel working at all levels and are a guideline for management or administrators and officers in applying management and operational principles to systematically work together among personnel and bringing the results arising from such processes to be intreated into operations. It focuses on the people as the center and is the recipient of the highest benefit, in accordance with the intention of the Ministry of Public Health that "Happy people, successful work" in a sustainable manner.

2) Research Questions

- 1) How is the service provision of Ban Khok Mueang Sub-District Health Promoting Hospital personnel, Prakhon Chai District, Buriram Province according to the Four Iddhipāda Dhamma?
- 2) How is the integration of Buddhism in the service provision of Ban Khok Mueang Sub-district Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma?
- 3) How is the analytical study of Buddhist integration in service provision of Ban Khok Mueang Sub-District Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma?

3) Research Objectives

- 1) To study the service provision of Ban Khok Mueang Sub-District Health Promoting Hospital personnel, Prakhon Chai District, Buriram Province according to the Four Iddhipāda Dhamma.
- 2) To study the integration of Buddhism in service provision of Ban Khok Mueang Sub-district Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma.
- 3) To analytically study Buddhist integration in service provision of Ban Khok Mueang Sub-District Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma.

4) Research Method

This research is qualitative research. Fieldwork by in-depth interview. The title “The integration of Buddhism in service provision of Ban Khok Mueang Sub-district Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma, by studying the target group and activity participation. This research conducts research methodology as follows;

- 4.1) This study is a documentary study and collecting data is from relevant documents and evidence from Tripitaka, books, and research reports.
- 4.2) Organize training to educate personnel in the name of the project “The integration of Buddhism in service provision of Ban Khok Mueang Sub-district Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma”.
- 4.3) Data from in-depth interviews from informants with 30 sets who have integrated the Four Iddhipāda Dhamma in providing services in performing duties in Sub-district Health Promoting Hospital, Ban Khok Mueang, Prakhon Chai District.
- 4.3) Data is from observations participants, focus group with the key informants regarding the integration of Buddhism in service provision of Ban Khok Mueang Sub-district Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma. Then the data were analyzed descriptively.

5) Expected benefits

- 5.1) To know the service provision of Ban Khok Mueang Sub-District Health Promoting Hospital personnel, Prakhon Chai District, Buriram Province according to the Four Iddhipāda Dhamma.
- 5.2) To know the integration of Buddhism in service provision of Ban Khok Mueang Sub-district Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma.
- 5.3) Able to analytically study Buddhist integration in service provision of Ban Khok Mueang Sub-District Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma.

6) Results

The integration of Buddhism in service provision of Ban Khok Mueang Sub-district Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma can be summarized as follows;

The service provision of Ban Khok Mueang Sub-District Health Promoting Hospital personnel, Prakhon Chai District, Buriram Province according to the Four Iddhipāda Dhamma: The service provision of Ban Khok Mueang Sub-District Health Promoting Hospital personnel is as follows; 1) history taking, it is a history taking of the patient's health information 2) Loving service always does that thing and desires to make it even better 3) Examination, treatment, use wisdom to consider check for reasons. In desperation, set your mind to know what

you are doing and do that with thought, concentrating your mind, and not allowing your mind to be distracted. In the part of the operation in the non-communicable disease clinic including people with diabetes and hypertension during the COVID-19 epidemic situation, there has been a complete change in the way of providing services from the original. There are guidelines for operating under the supervision of a family physician in collaboration with a multidisciplinary team that has already attended the meeting and voted on it and used it as a guideline for the same operations throughout the district. The main service activities such history taking, service provision, medical examination, and desperation. All of them have completely changed their operating styles. It is an operation at a health station that is stationary in every village in the area of responsibility of the sub-district health promotion hospital. It has a clear operational approach.

The integration of Buddhism in service provision of Ban Khok Mueang Sub-district Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma: The integration of the Four Iddhipāda Dhamma is Chanda, Viriya, Citta, and Vimamsa to use in the performance of the multidisciplinary team in providing services in 4 areas, namely, 1) history taking 2) service 3) examination and 4) desperation. In the clinic of patients with non-communicable diseases, diabetes, and hypertension at Ban Khok Mueang sub-district health promotion hospital. Under the situation of the epidemic of COVID-19, it has resulted in increasing difficulty in performing services for non-communicable disease patients. From the beginning, there are many patients who are already the first in disease grading of public health facilities, together with criteria for the quality of nursing care for patients in this group with many indicators criteria for service quality. This criterion has existed since before the outbreak of COVID-19. Therefore, when the outbreak of COVID-19 comes, it inevitably affects the services of public health personnel at the Ban Khok Mueang sub-district health promotion hospital. Because it is a duty that must be performed in serving the patient, it's not easy. In addition to using the body of knowledge that has been studied, there is still a need to have principles or virtues in mind forever in order to be the main thing to hold on to adhere to and be firmly committed to the work mission. It will therefore be able to make each person able to overcome obstacles in the operation to achieve the desired efficiency and effectiveness to focus on the success of the work as "Happy people, successful work". It is necessary to have Chanda, that is, to have love, contentment, and desire to do that work or to do what one has satisfaction, Viriya is perseverance, trying to do that or that work with patience, perseverance, not discouragement, not abandoning work or not abandoning duty, courage to complete that or that task, Citta is the mental focus on work or on what is being done, don't let your mind wander, don't get distracted, don't get go off-topic so that what you are doing will not cause a mistake or if it's wrong, it's the least mistake. Vimamsa is the use of discernment with every problem encountered to find the cause and diagnose, plan, and try to solve that problem in order to get the right solution according to the cause of the problem. Under the principle of cause and effect mentioned above, this is the application of the Four Iddhipāda Dhamma and nursing knowledge to be applied in the service of personnel, and multidisciplinary teams in caring for patients with the chronic non-communicable disease, diabetes, and hypertension, high to be more effective. Personnel are happy to provide patient care services, and tasks are accomplished according to indicators. Most importantly, patients with chronic non-communicable diseases, diabetes, and hypertension are those who benefit the most from receiving the service, integration of the Four Iddhipāda Dhamma in providing services of personnel of Ban Khok Mueang Sub-district health promotion hospital, Prakhon Chai District, Buriram Province in history taking, providing services, examination, treatment, and dispensation in non-communicable diseases, diabetes, and hypertension clinics under the situation of the epidemic of COVID-19. The personnel are satisfied with the preparation of medicines, preparing medicines, and coordinating with the village health volunteers to come and pay at home who received medication for treatment on the day of the non-communicable disease clinic appointment like other service recipients. It is to say that the doctor will prescribe medication and the pharmacist will check the drug list system and provide medicines for village health volunteers to be distributed to patients at home, by the time of the next appointment, it depends on the health information this time to be important.

Analytically study Buddhist integration in service provision of Ban Khok Mueang Sub-District Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma: Health promotion hospital personnel or a group of village health volunteers attended a training course for personnel working in Ban Khok

Mueang Sub-district health promotion hospital. It has integrated the four Iddhipada Dhamma principles in providing services such as **history taking**, working in providing services to patients with chronic non-communicable diseases diabetes, and hypertension willingly, satisfaction, love of what is being done when asking the patient, you won't be distracted, be focused on the person in front of you. **Diligently writing for history taking or service to the patient**, make an effort to do that with indomitable action, patience, strength, unsusceptible to obstacles or difficulty, ready to record in the patient's identification book until every success is completed, set your mind to know what you are doing and focus your mind, not allowing your mind to be distracted by the situation, dedicate one's heart to the service of one's duty personnel are meticulous in service, always use wisdom to consider, check for reasons, systematically planned, there are measurements and assessments for the patients when problems are found, they search for solutions and improvements, make that work get even better results.

7) Discussion

From the research "the integration of Buddhism in the service provision of Ban Khok Mueang Sub-district Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma", there are interesting issues according to the objectives as follows;

The service provision of Ban Khok Mueang Sub-District Health Promoting Hospital personnel, Prakhon Chai District, Buriram Province according to the Four Iddhipāda Dhamma: The service provision of Ban Khok Mueang Sub-District Health Promoting Hospital personnel is as follows; 1) history taking, it is a history taking of the patient's health information 2) Loving service always does that thing and desires to make it even better 3) Examination, treatment, use wisdom to consider check for reasons. In desperation, set your mind to know what you are doing and do that with thought, concentrating your mind, and not allowing your mind to be distracted. In the part of the operation in the non-communicable disease clinic including people with diabetes and hypertension during the COVID-19 epidemic situation, there has been a complete change in the way of providing services from the original. There are guidelines for operating under the supervision of a family physician in collaboration with a multidisciplinary team that has already attended the meeting and voted on it and used it as a guideline for the same operations throughout the district. The main service activities such history taking, service provision, medical examination, and desperation. All of them have completely changed their operating styles. It is an operation at a health station that is stationary in every village in the area of responsibility of the sub-district health promotion hospital. It has a clear operational approach. It is consistent with (Phrapalad Waranyu Aggavajiro [Yodpetch], 2014) [6] study "The development of monastery management towards the community center in the age of globalization". It was found that the management principles based on Buddhist principles can be summed up in 3 cases include oneself, partner and mission, including major discipline, allows management to ensure a neat monastery and should promote disciplined approach works for the laity, and POLC theory for management development including planning, organizing, leading/motivating and controlling, the procedures and guidelines for the development of monastery management towards the community center the age of globalization.

The integration of Buddhism in service provision of Ban Khok Mueang Sub-district Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma: The integration of the Four Iddhipāda Dhamma is Chanda, Viriya, Citta, and Vimamsa to use in the performance of the multidisciplinary team in providing services in 4 areas, namely, 1) history taking 2) service 3) examination and 4) desperation. In the clinic of patients with non-communicable diseases, diabetes, and hypertension at Ban Khok Mueang sub-district health promotion hospital. Under the situation of the epidemic of COVID-19, it has resulted in increasing difficulty in performing services for non-communicable disease patients. From the beginning, there are many patients who are already the first in disease grading of public health facilities, together with criteria for the quality of nursing care for patients in this group with many indicators criteria for service quality. This criterion has existed since before the outbreak of COVID-19. Therefore, when the outbreak of COVID-19 comes, it inevitably affects the services of public health personnel at the Ban Khok Mueang sub-district health promotion hospital. Because it is a duty that must be performed in serving the patient, it's not easy. In addition to using the body of knowledge that has been studied. there is still a need to have principles or virtues in mind forever in order to be the main thing to hold on to

adhere to and be firmly committed to the work mission. It will therefore be able to make each person able to overcome obstacles in the operation to achieve the desired efficiency and effectiveness to focus on the success of the work as "Happy people, successful work". It is necessary to have Chanda, that is, to have love, contentment, and desire to do that work or to do what one has satisfaction, Viriya is perseverance, trying to do that or that work with patience, perseverance, not discouragement, not abandoning work or not abandoning duty, courage to complete that or that task, Citta is the mental focus on work or on what is being done, don't let your mind wander, don't get distracted, don't get go off-topic so that what you are doing will not cause a mistake or if it's wrong, it's the least mistake. Vimamsa is the use of discernment with every problem encountered to find the cause and diagnose, plan, and try to solve that problem in order to get the right solution according to the cause of the problem. Under the principle of cause and effect mentioned above, this is the application of the Four Iddhipāda Dhamma and nursing knowledge to be applied in the service of personnel, and multidisciplinary teams in caring for patients with the chronic non-communicable disease, diabetes, and hypertension, high to be more effective. Personnel are happy to provide patient care services, and tasks are accomplished according to indicators. Most importantly, patients with chronic non-communicable diseases, diabetes, and hypertension are those who benefit the most from receiving the service, integration of the Four Iddhipāda Dhamma in providing services of personnel of Ban Khok Mueang Sub-district health promotion hospital, Prakhon Chai District, Buriram Province in history taking, providing services, examination, treatment, and dispensation in non-communicable diseases, diabetes, and hypertension clinics under the situation of the epidemic of COVID-19. The personnel are satisfied with the preparation of medicines, preparing medicines, and coordinating with the village health volunteers to come and pay at home who received medication for treatment on the day of the non-communicable disease clinic appointment like other service recipients. It is to say that the doctor will prescribe medication and the pharmacist will check the drug list system and provide medicines for village health volunteers to be distributed to patients at home, by the time of the next appointment, it depends on the health information this time to be important. It is consistent with [Lt.JG. Argard Artsanam, 2014] [7] study "A model of integrated Buddhist nurse competency development of the Naval Medical Department". It was found that The Iddhipāda Dhamma is the virtue that leads to success, good success way of success formula for success, tools will lead to success soon. Therefore, it is the nature of Iddhipāda Dhamma that sees the goal of success as the establishment if all four elements of Iddhipāda Dhamma are practiced or strengthened as follows; 1) Chanda, is contentment, and love for such things, which is the first virtue of Iddhipāda 2) Viriya is perseverance as a virtue that drives or leads to satisfaction 3) Citta is the intention of pleasing and enduring what arises, and 4) Vimamsa is thoughtful consideration, which is a characteristic of intelligence in analytical thinking to find directions or solutions for problem-solving or to achieve goals.

Analytically study Buddhist integration in service provision of Ban Khok Mueang Sub-District Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma: Health promotion hospital personnel or a group of village health volunteers attended a training course for personnel working in Ban Khok Mueang Sub-district health promotion hospital. It has integrated the four Iddhipada Dhamma principles in providing services such as **history taking**, working in providing services to patients with chronic non-communicable diseases diabetes, and hypertension willingly, satisfaction, love of what is being done when asking the patient, you won't be distracted, be focused on the person in front of you. **Diligently writing for history taking or service to the patient**, make an effort to do that with indomitable action, patience, strength, unsusceptible to obstacles or difficulty, ready to record in the patient's identification book until every success is completed, set your mind to know what you are doing and focus your mind, not allowing your mind to be distracted by the situation, dedicate one's heart to the service of one's duty personnel are meticulous in service, always use wisdom to consider, check for reasons, systematically planned, there are measurements and assessments for the patients when problems are found, they search for solutions and improvements, make that work get even better results. It is consistent with [Nun Nerashar Saksirisampant, 2013] [8] study "The Buddhist administrative method for the development of the monastery medication centers". It was found that personnel management with the principle of using people to suit the management job, the leader acts as a director to determine the work of the line, Buddhist methods for supervising and using the Dhamma are; the threefold principle and the principle of Metta (Loving-kindness). As for the monks, it was found that planning has a board of trustees in large and medium-sized organizations, and organization management has an office of the secretary of the committee as a department for administration and operations.

Personnel management uses the divisions of labor by function. The leader of the layman's side is directed by a process of hierarchical order. Personnel management and governance allow Western principles to blend with Eastern cultures.

8) New Explicit Knowledge

Personnel and groups of village health volunteers have provided services with love, satisfaction, perseverance, not giving up, not giving up their work, and focusing on the service that they are doing. When encountering a problem, use wisdom to reflect, and work as a team with love and unity for the best benefit of the patient. Even if the epidemic situation increases the difficulty of work to any extent but it also provides services, examinations, treatments, and dispensation for patients with chronic non-communicable diseases to receive care close to their homes and hearts. Take care of patients like family members, show no disdain, care like relatives with affection job satisfaction, perseverance work in the face without fear, have a stable mind in the face, and solve problems with wisdom. As a result, patients do not miss medicines, do not miss appointments, and have a better understanding of the new normal service.

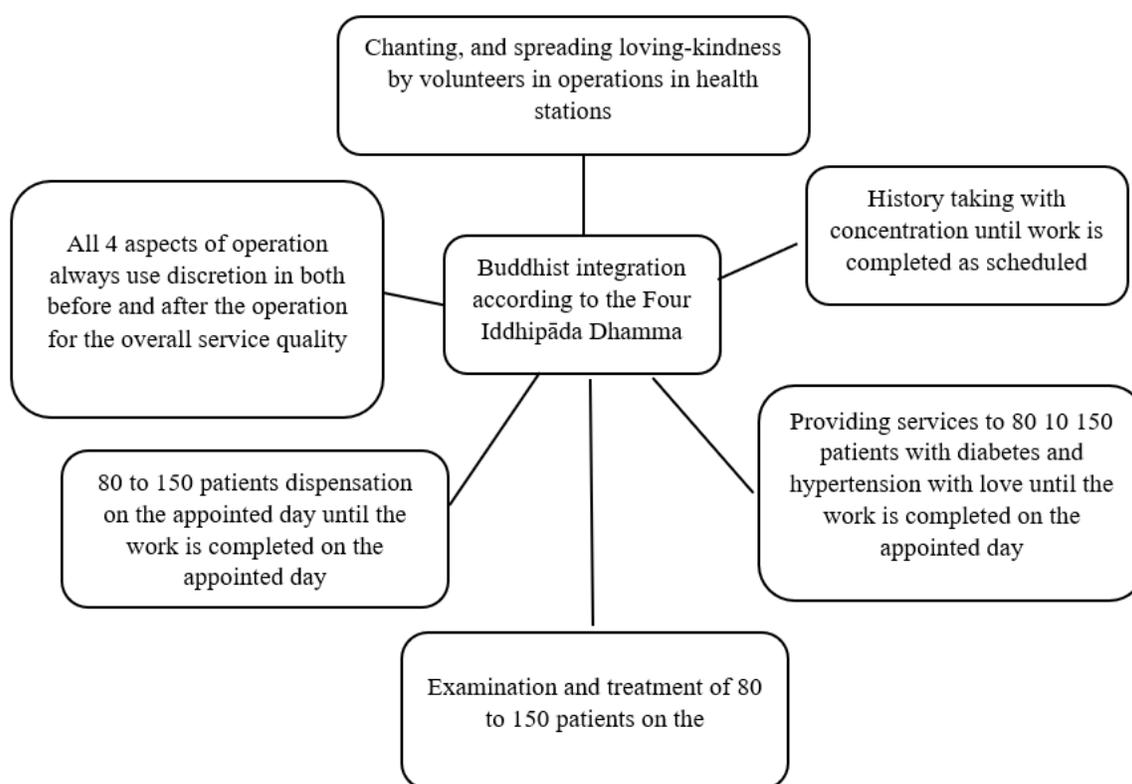


Figure 1 New Explicit Knowledge

9) Conclusion

Buddhist integration in service provision of Ban Khok Mueang Sub-District Health Promoting Hospital personnel according to the Four Iddhipāda Dhamma and a group of village health volunteers has the training to educate about the principle of Iddhipāda Dhamma, mental and physical preparation of the village health volunteers to work at the health stations. Patients with chronic non-communicable diseases were led to pray and chant the Buddha images and say words of loving-kindness before starting service in the health station every time. After that, the responsibilities are divided among themselves by weighing, waist circumference measurement, height measurement, fingertip blood collection, and measuring blood pressure record in the patient's identification book, submitting the patient book to the staff at the sub-district health promotion hospital to report to the doctor. Once the doctor has completed the diagnosis, the village volunteer will be notified by personnel in the sub-district health

promotion hospitals to pick up medicines to deliver to patients at their homes, causing the process of “Close to home, close to heart in the form of 3 doctors”.

10) Recommendations

10.1) Recommendations for Policy

- The state should promote the integration of ethical principles for the practice of primary care and care of patients at the grassroots level than existed.

- Personnel who work in sub-district health promotion hospitals are very much responsible for taking care of a large number of chronic disease patients.

10.2) Recommendations for Academic

- This research should be disseminated for further research and used as a guideline for the remaining 17 sub-district health promotion hospitals in Phrakhon Chai District.

- There should be training to educate about the principles that are suitable for the service of personnel and staff including village health volunteers, such as Brahmavihara Dhamma principles, Sanghaavatthu principles, Hiri-Ottappa principles, Disa principles, annually.

10.3) Recommendations for Practices

- These Four Iddhipāda Dhamma should be applied in secondary care which is in the district hospital by letting all officers get to know the policy together to reach the goal of working together resulting in efficient patient care and happy personnel.

- These Four Iddhipāda Dhamma should be applied in tertiary care which is provincial hospitals because there are many service recipients that inevitably affects patient care effectively and happy personnel.

10.4) Recommendations for Further Research

- The Buddhist Integration in Service of high blood pressure patients of Ban Khok Mueang Sub-district Health-Promoting Hospital, Prakhon Chai District, Buriram Province According to the Four Iddhipāda Dhamma.

- The Buddhist Integration in Service of schizophrenia patients of Ban Khok Mueang Sub-district Health-Promoting Hospital, Prakhon Chai District, Buriram Province According to the Four Iddhipāda Dhamma.

- The Buddhist Integration in the Operation of Care Givers of Ban Khok Mueang Sub-district Health-Promoting Hospital, Prakhon Chai District, Buriram Province According to the Four Iddhipāda Dhamma.

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